



PATENT

2151

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicants: Anil Kumar Annadata, Wai Hong Pak, Rohit Bedi  
Assignee: Siebel Systems, Inc.  
Title: SYSTEM AND METHOD FOR MULTI-CHANNEL COMMUNICATION QUEUING  
USING ROUTING AND ESCALATION RULES  
Serial No.: 09/895,456 Filed: June 29, 2001  
Examiner: Marie C. Ubiles Group Art Unit: 2151  
Docket No.: SBL0012US

Austin, Texas  
June 10, 2005

Mail Stop Amendment  
Commissioner for Patents  
P. O. Box 1450  
Alexandria, VA 22313-1450

**INFORMATION DISCLOSURE STATEMENT  
UNDER 37 C.F.R. § 1.97(c)(2)**

Dear Sir:

Pursuant to 37 C.F.R. § 1.56, § 1.97 and § 1.98, the documents listed on the accompanying PTO Form-1449 are called to the attention of the Examiner for the above patent application. Pursuant to 37 C.F.R. § 1.98(a)(2), which was amended on September 21, 2004, to eliminate the requirement for submitting a copy of each U.S. patent or U.S. patent application publication listed in an IDS, no copies of U.S. patents or U.S. patent applications are provided. Copies of any listed foreign patent documents, pending non-published U.S. patent applications, and non-patent literature are enclosed.

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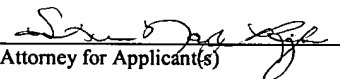
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3. an admission that the information cited herein is, or is considered to be, material to patentability as defined in § 1.56(b).

Please charge the fee of \$180.00 under 37 CFR §1.17(p) for submission of an Information Disclosure Statement (plus any other fees which may be required) to Deposit Account No. 502306.

I hereby certify that this correspondence is being deposited with the United States Postal Service as First Class Mail in an envelope addressed to: Mail Stop Amendment, Commissioner for Patents, P. O. Box 1450, Alexandria, VA 22313-1450, on June 10, 2005

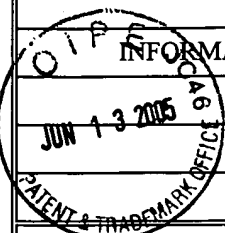
  
Attorney for Applicant(s)

6/10/05  
Date of Signature

Respectfully submitted,



D'Ann Naylor Rifai  
Attorney for Applicant(s)  
Reg. No. 47,026  
512-439-5086  
512-439-5099 (fax)

U.S. Department of Commerce, Patent and Trademark Office					Atty Docket No.		Serial No.	
					SBL0012US		09/895,456	
 INFORMATION DISCLOSURE STATEMENT BY APPLICANT (Use several sheets if necessary)					Applicants			
					Anil Kumar Annadata et al.			
					Filing Date		Group	
					June 29, 2001		2151	
U.S. Patent Documents								
*Examiner Initial		Document Number	Date	Name	Class	Subclass	Filing Date If Appropriate	
	AA	6,832,203	Dec. 14, 2004	Villena et al.	705	8		
	AB							
	AC							
	AD							
	AE							
	AF							
	AG							
	AH							
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Patent Application Publication								
		Publication Number	Pub. Date	Name	Class	Subclass	Filing Date If Appropriate	
	AK							
OTHER ART (Including Author, Title, Date, Pertinent Pages, Etc.)								
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